

**Inquiry Reasons
For 10/1/2014 - 1/1/2015**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	8
	Rates/Policies	2
	Service quality/repair	1
		Total 11
Competitive Local Exchange Carrier		
	Billing	3
	Disconnection	1
	Line extension/upgrade charge	1
	Rates/Policies	4
	Refusal to provide service	3
	Safety	1
	Service quality/repair	17
		Total 30
Gas Distribution Companies		
	Billing	9
	Deposit	2
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	8
	Refusal to provide service	6
	Service quality/repair	1
		Total 34
Intrastate Gas Pipeline Companies		
	(none)	1
	Rates/Policies	1

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Utility Type	Inquiry Reasons	No. of
	Refusal to provide service	2
	Service quality/repair	6
	Total	10

Investor-Owned Electric Utilities

	Billing	26
	Deposit	3
	Disagree	1
	Disconnection	32
	Line extension/upgrade charge	2
	Rates/Policies	25
	Refusal to provide service	8
	Safety	2
	Service quality/repair	9
	Total	108

**Investor-Owned Water
Companies**

	Billing	7
	Deposit	1
	Disconnection	5
	Line extension/upgrade charge	1
	Rates/Policies	2
	Refusal to provide service	1
	Service quality/repair	3
	Total	20

Local Exchange Carriers

	Billing	31
	Disconnection	9
	Line extension/upgrade charge	6

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Utility Type	Inquiry Reasons	No. of
	Product Services	1
	Rates/Policies	12
	Refusal to provide service	21
	Safety	4
	Service quality/repair	122
	Slamming	1
		Total 207
Long Distance Carriers		
	Billing	1
	Disconnection	1
	Service quality/repair	1
		Total 3
Rural Electric Cooperative Corporation		
	Billing	8
	Deposit	2
	Disconnection	6
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	3
	Safety	2
	Service quality/repair	4
		Total 31
Sewer Utilities		
	Refusal to provide service	1
		Total 1
Water Associations		
	(none)	1

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Utility Type	Inquiry Reasons	No. of
	Billing	3
	Refusal to provide service	1
		Total 5
Water Districts		
	Billing	18
	Deposit	1
	Disconnection	12
	Rates/Policies	3
	Refusal to provide service	5
	Service quality/repair	5
		Total 44
		Grand Total 504